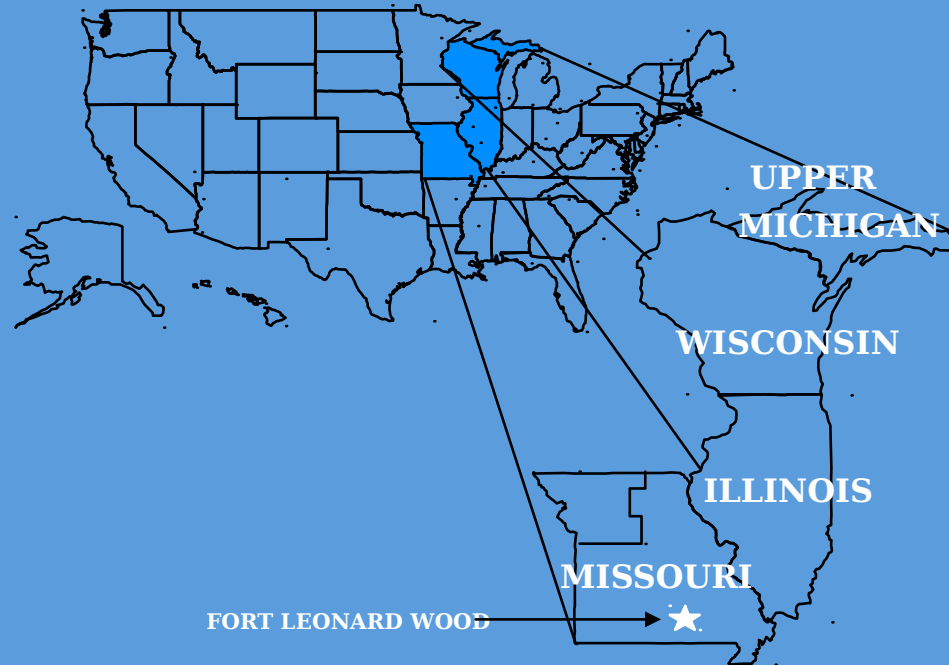


FORT LEONARD WOOD CASUALTY AREA COMMAND



CASUALTY ASSISTANCE OFFICER'S TRAINING

Personal

Quality

Service



PURPOSE

To provide Casualty Assistance Officer (CAO) personnel with the training necessary to ensure they provide the serviceman's next of kin the best assistance possible.

OBJECTIVES OF CASUALTY ASSISTANCE

- Assist the NOK during the period immediately following a casualty being declared missing or deceased
- Eliminate delays in settling claims and paying survivor benefits
- Assist the NOK in resolving other personnel-related matters

CASUALTY ASSISTANCE OFFICER

- **CAO represents the Secretary of the Army**
- **Officer/warrant officer or senior NCO**
- **CAO will be equal in grade to that of the casualty and/or to the NOK that assistance is being provided**
- **CAO will be released from all conflicting duties/responsibilities**

WHO RECEIVES ASSISTANCE?

THE NOK OF:

- **All Army members on Active Duty**
- **USAR/ARNG members enroute to/from/participating in Active Duty Training (AT, ADT, FTNGD, IADT, ADSW, SADT, TTAD, or IDT)**
- **Soldiers in AWOL status**
- **Army retirees**
- **Soldiers separated from the Army within 120 days**
- **DA civilian employees OCONUS and CONUS TDY**
- **DA dependents OCONUS**

PHASES OF CAO DUTIES

- **PHASE I - Period from notification to burial**
- **PHASE II - Period from burial through approximately 90 days after**

PRIOR TO INITIAL CONTACT

- Review circumstances surrounding casualty incident**
- Discuss case with casualty notifier**
- Review AR 600-8-1, Chapter 6**
- View Casualty Assistance Video**
- Review Casualty Assistance Officer Guide for the Casualty Assistance Officer**
- Prepare a DA Form 5516 (Casualty Assistance Referral Card)**
- Obtain information on status of remains**

INITIAL CONTACT

- **Call the NOK within 24 hours after notification**
- **Never state that you have been appointed to assist them**
- **Inquire about immediate problems**
- **Arrange first visit**
- **Advise PADD to delay making funeral arrangements pending briefing on funeral benefit options**

THE FIRST VISIT

- **Wear a Class A uniform - Class B uniform on all subsequent visits**
- **Initial visit should be brief - determine immediate needs**
- **Confirm 45-day address and other pertinent data**
- **Inform NOK of death gratuity payment**
- **Advise PNOK of status of remains**
- **Disposition of Remains - DA Form 7302-R**
- **Never make a promise you can not keep**
- **Make an appointment to discuss funeral desires for the following day**
- **Present DA Form 5516 (Casualty Assistance**

THE SECOND VISIT

LIMIT BUSINESS TO THE FOLLOWING:

- If not already paid, deliver Death Gratuity Check
- Ensure the DA Form 7302-R has been completed
- Assist PADD in determining funeral desires
- Answer only specific questions you are qualified to comment on -- Do not

BEFORE THE FUNERAL

- **Visit the PNOK regularly to keep them completely informed**
- **Make preliminary funeral plans, but do not set date until you have confirmed shipping date for remains**
- **Finalize funeral arrangements with PNOK after remains arrive**
- **Ensure that flag(s)/award cases are available for presentation**
- **Escort NOK to funeral home when funeral director is ready**

THE FUNERAL

- **Degree of involvement depends on desires of PNOK**
- **Go over sequence of events with NOK**
- **Coordinate with Burial Honors Team/funeral director**
- **Present Lapel Button**
- **Make every effort to fulfill PADD's funeral desires**

AFTER THE FUNERAL

- **Schedule appointment to visit PNOK 2 days after funeral**
- **Encourage PNOK to review information handouts**
- **Be knowledgeable and able to converse on benefits and entitlements**
 - **Unpaid pay and allowances**
 - **Veterans Affairs**
 - **Social Security**
 - **State Benefits**
 - **Survivor Benefit Plan (SBP)**

APPLICATION FOR BENEFITS/ENTITLEMENTS

- Present detailed information on benefits and entitlements**
- Assist NOK in filing for benefits and entitlements - escort NOK to VA and social security administration**
- Assist NOK in obtaining a new ID card**
- Assist NOK in preparing correspondence to request reports of investigation**
- Use DA Form 2204-R as a checklist**
- Follow through to ensure all**

FOLLOW-UP VISITS

- **Complete DA Form 2204-R and forward to CAC NLT 120 days after case assignment**
- **Follow through on any matter not completed**
- **Provide further assistance as requested**
- **Ensure PNOK is furnished with CAC telephone number and knows how to obtain further assistance**

RESPONDING TO THE MEDIA

- If you or the family you are assisting does not wish to respond to the media, refer the reporters to the local installation PAO**
- Limit your response to discussion of your duties as the CAO - avoid discussion of circumstances surrounding the death, military operations, or policies**
- Protection of the family's privacy is your primary concern**
- Ensure that the family members are aware of their rights concerning the media**
- Alert PAO if media attention is anticipated**
- Avoid discussing anything that you are not qualified to comment on**
- If in doubt, avoid comment**

CONCLUSION

- **Do not wait for the call to begin getting ready**
 - **Class A uniform must be ready**
 - **Read the CAO guide and become thoroughly familiar with its contents**
 - **Review AR 600-8-1, Chapter 6 (Casualty Operations/Assistance/Insurance) and appendices E through U**
- **The more prepared you are, the less stressful the task will be!**